

CSC Adopted: October 2001, CSC Revised: _____**Class Title: Employment Services Worker II****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Administers and coordinates resource management and skills training. Promotes public relations and provides policy update information. Communicates information services through public presentations and interviews with the media. Offers information regarding welfare reform programs.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Administers resource management by providing resource updates, generating job updates, providing enrollment and attendance information, assisting staff in resolving enrollment/attendance issues, managing contracts, and serving on several boards.
2	L	Promotes public relations by making presentations to community and state organizations, developing various programs and activities, serving on agency work groups, making presentations, speaking at public forums, and participating in interviews with the media.
3	S	Clarifies regulations by interpreting policies, explaining rules and responsibilities for welfare reform programs, and providing coaching skills to help customers make a smooth transition off welfare.
4	S	Coordinates skills training by providing in-house skills, training staff in various programs, and coordinating non-agency training for program staff.
5	L	Assists with Requests for Proposals (RFPs) by developing, writing, evaluating, and negotiating terms of said proposals.
6	L	Performs related duties as needed by attending staff meetings, providing reports, serving as back up to other personnel, and promoting work relationships.

CSC Adopted: October 2001, CSC Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general profession or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent
Experience	Two years experience in eligibility work.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read contracts, proposals, policies and regulations.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports, notices, contracts, proposals, articles, letters and grants.
Managerial	Managerial responsibilities include planning forums and staff meetings and developing programs.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work is governed by broad instructions, objectives, and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: **October 2001**, CSC Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Making presentations
Sitting	F	Desk work, driving
Walking	F	To various sites and other departments
Lifting	O	Materials and supplies
Carrying	O	Materials and supplies
Pushing/Pulling	O	File drawers, carts
Reaching	O	For supplies and files
Handling	F	Paperwork, files
Fine Dexterity	F	Computer keyboard, writing
Kneeling	O	Retrieving items from lower shelves
Crouching	O	Retrieving items from lower shelves
Crawling	N	
Bending	O	Retrieving files in lower drawers
Twisting	O	From computer to telephone
Climbing	F	Stairs
Balancing	N	
Vision	C	Reading, computer monitor, driving
Hearing	C	Communicating with personnel and on telephone
Talking	C	Communicating with personnel and on telephone, making presentations
Foot Controls	F	Driving
Other (specify)	N	

CSC Adopted: **October 2001**, CSC Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Fax machine, copier, calculator, VCR, telephone, overhead projector, typewriter, vehicle, computer, printer, Microsoft Word, state information system, Windows 95, Internet

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

(3)